

Recommendations and Responses

Demonstration Enrollment Letter DRAFT

ADVISORY SUBCOMMITTEE RECOMMENDATIONS (See Letter 1)	INITIAL DEPARTMENT RESPONSES (See Letter 2)
<p>1. There is concern about the envelope's appearance and messaging. [Discuss the envelope after the letter.]</p>	<p>1. Due to volume and consistency, all enrollment packet envelopes are the same. Cost would be a factor. [Discuss the envelope after the letter.]</p>
<p>2. Remove the picture as it does not fit all demographics and may alienate some. Additionally, it makes the letter feel more like an advertisement.</p>	<p>2. The picture has been removed.</p>
<p>3. "You will be" wording may be thought of as offensive [on the front, in the first paragraph].</p>	<p>3. The wording has been changed to "You are being enrolled" [on the front, in the first paragraph].</p>
<p>4. It is unclear whom the letter is from.</p>	<p>4. The Department's name has been added at the top next to its seal, and the Department's mission has been added at the bottom [on the front and the back].</p>
<p>5. There were suggestions for an official or executive signature at the bottom of the letter.</p>	<p>5. Since Department officials change periodically, it is not advisable to have an individual's name and signature at the end.</p>
<p>6. Please check the information, language, and process regarding the phrase "You will receive a call" [on the front, below the box].</p>	<p>6. The wording has been changed to "Within a few weeks <Name of RCCO> will contact you" [on the front, below the box].</p>
<p>7. Language regarding the contact call should be "Please call your service provider."</p>	<p>7. Contact information has been included in the letter for the RCCO and the enrollment broker [second box on the back].</p>
<p>8. Language should also read "Please confirm receipt."</p>	<p>8. We do not require confirmation by clients. RCCOs are responsible for following up as the letter states. See response #7.</p>
<p>9. Include additional FAQs. Suggestions include: Does this change my prescription coverage? Is my durable medical equipment coverage changing? Are benefits going to change?</p>	<p>9. Specific questions have been limited for the enrollment letter. A separate Frequently Asked Questions (FAQ) document will be developed and included in the enrollment packet.</p>

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<p>10. This is a legal notice and needs to be clear. However, many thought the wording needs to be changed to “This letter is your only notice about this change.” Suggestions were made to make it more person-centered and less hostile [on the back, after the box].</p>	<p>10. The letter’s appearance has been changed. The wording has been changed to “Please note that this is your enrollment letter. It is the only formal notice you will receive” [on the back, between the boxes].</p>
<p>11. Include the language “our information shows” as it allows the opportunity to provide correct information [on the front, in the box].</p>	<p>11. That wording has been added [on the front, in the box.]</p>
<p>12. A table for all the phone numbers would help organize the information.</p>	<p>12. Telephone numbers for the RCCO and enrollment broker have been included [on the back, in the second box]. Telephone numbers for assistance in other languages, larger print, and TTY have been included at the bottom [on the front and the back, in a box].</p>
<p>13. Given that this is an official notice, we believe the language reading “This letter is your only notice” should remain [on the back, after the box]. It would be helpful if the letter were very clear at the top that it comes from the State of Colorado as is the case with other notices.</p>	<p>13. The wording has been changed to “Please note that this is your enrollment letter. It is the only formal notice you will receive” [on the back, between the boxes]. Also see response #4.</p>
<p>14. It is suggested that the language read, “You are being enrolled into a new program that will coordinate your Medicaid and Medicare benefits. This is your only notice about this change” [on the front, in the first paragraph].</p>	<p>14. The wording has been changed. See response #13. “You are being enrolled” has been added [on the front, in the first paragraph]. “Please note that this is your enrollment letter. It is the only formal notice you will receive” has been added [on the back, between the boxes].</p>
<p>15. LEP Access: We always recommend that notices include a sheet with information in multiple languages about which number to call for help.</p>	<p>15. Some information appears on the back of the enrollment envelope. Including Limited English Proficiency Access information in the enrollment packet is being discussed.</p>

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<p>16. Regarding "Welcome to a new program," we suggest that you say something along the lines of "You are being enrolled in a new program" [on the front, below the personalized greeting]. It's a little softer in our view and is more likely to let people know that there is something they can do to change the course of their enrollment.</p>	<p>16. The welcome has been moved [on the front, above the personalized greeting]. The wording in the first paragraph on the front has been changed slightly.</p>
<p>17. It would be clearer to people who may not realize they are on Medicaid and Medicare if the letter said, "On June 1 you will be in a new program designed for people like you who get Medicare and Medicaid services."</p>	<p>17. See response #16. "People like you" has not been included since it can sometimes be interpreted negatively.</p>
<p>18. The document should include information on the clinic or practice line that reassures people in the event the information in the box is not correct [on the front, in the box].</p>	<p>18. "Our information shows" has been added. "Your doctor is part of" <Name of Practice> has been added [on the front, in the box].</p>
<p>19. As an example, you might say something like, "According to our records, your primary care doctor is _____. If that is not correct, please call _____ so that we can update our information."</p>	<p>19. "Our information shows" has been added [on the front, in the box]. "To correct information we show" has been added [on the back, in the second box].</p>
<p>20. Include some language that assures readers that they may keep seeing their primary care doctor regardless of whether that physician is in the ACC. We don't want people to think that they may no longer see their physician.</p>	<p>20. This letter is only for those Medicare-Medicaid enrollees whose doctor is already in the ACC. We are developing a second letter for those whose doctor is not in the ACC.</p>
<p>21. Include information about other options, including Denver Health, Medicaid, and the PCPP program so that people can look those up and understand the difference between those programs and the ACC. Also, there needs to be clear information conveyed about PACE and SNPs.</p>	<p>21. Information about benefits options counseling will be included in the FAQ in the enrollment packet.</p>

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<p>22. The section: "What if you don't want to be in the new program? If you don't want to be in the program, please call right away" [on the front, at the bottom]. We are concerned that people may not understand that they have time to opt out and would suggest language that helps them understand they need to call, but that not only do they have time, but also that they may opt out at any time in the future.</p>	<p>22. The wording has been changed [on the front, near the bottom].</p>
<p>23. The three questions answered on the back and the suggestion that there is no cost imply to the people we had review the document that people may not be subject to copayments.</p>	<p>23. The wording has been changed [on the back, question #1].</p>
<p>24. Include a postage paid envelope.</p>	<p>24. There is nothing to return. Weight of the enrollment packet affects the cost and delivery method.</p>
<p>25. There was concern over the information and placement of "If you don't want to be in the program...."</p>	<p>25. The wording has been changed. Information for opting out is on the front and the back.</p>
<p>26. There was concern over the placement of the "Three Questions" or the FAQs.</p>	<p>26. Because of space, the box with "Questions you may have" is still on the back at the top of the page. There are now four questions instead of three. A separate FAQ document will be prepared to be included in the enrollment packet.</p>